

Position Title:	Export Specialist		
Manager's Title:	OTC / Order Fulfillment Lead		
Manager's name		Manager's KF grade	
Function:	CS&L		

1. Knowledge, Skills and Experience Required

- Bachelor degree in related departments
- Good command of SAP and Office Programs, Excel in particular
- Functional and Technical Skills _ Knowledge of export process, legal requirements for export
- Problem Solving & result oriented
- Fluent English
- Communication & Negotiation Skills

2. Principal Accountabilities / Responsibilities

- Manage the quality and consistency of product and service delivery with the coordination of foreign trade, export, logistics, production-planning and other departments
- Request/Receive order from customer and submit to SAP. CS is responsible for notifying the customers and export dep't if there are difficulties on the production floor, make revisions according to customer requests. Confirmations are needed for all changes in order
- Monthly orders are notified to production planning department and export department. Prepare and share export follow up folder with relevant departments
- The quantity of products coming off a production line will be closely monitored, and monitor the delivery process
- Create and share proforma invoices of monthly orders and inform about the payment plan.
- Plan delivery of promotional materials and prepare needed documents with coordination of other departments.
- Check prices in SAP and make sure that all prices are correct.
- By visit, correspondence or calling existing customers to establish relations and ensure the continuity of relations.
- Manage customer demands and needs with regular inspections and other follow-ups
- Inform new products, prices, service opportunities, unlisted items and all relevant details about product to customers.
- Manage transit order and coordinate supply, delivery and logistics
- Support export department in achieving the sales target
- Share shipment plan of relevant month with CM&C, foreign trade, logistics and other departments
- Receive payment comments about the shipment plan from CM&C and inform customers accordingly. Follow up payment plans
- Plan/create delivery/shipment plan in consultation with customers and coordinate it with foreign trade/logistics team. Provide necessary documents to customers
- Inform relevant departments about the customer special request, private labels and dates, and update needed folder
- Maintain good relationship with existing customers to develop further business opportunities
- Manage DCF process for new product codes
- Update customer product lists & details and share it with customer
- Support export department in private labeling
- Comply and act proper to the Environment and Safety (EHS) legislations, company EHS policy, goals and procedure/instructions

- Know the ethical positions and legal compliance responsibilities. Indicate concerns and questions if unethical or inconvenient is being faced, act honestly in every aspect of professional running rules
- Understand and comply the quality policy of Mondelez International, know the related requirements for Food Safety. In addition, report inconvenient or potential non-compliance corrective/ preventive actions about the Quality and Food Management Systems in an appropriate way.

3. Operating Environment

External Environment:

- Adhere to the changes in responsible relevant customs regulations
- Adapt yourself to time pressures due to last-minute progress
- Complexity of legislations (invoicing etc.)

Internal Environment

- Cooperation departments: Foreign Trade, Export, Production Planning, Product Supply, Demand, Logistics, Master Data, CR&M, PCM, Quality etc.
- Tools will be used: SAP, MS Office Programs, built-in work flow tools (such as EBA, Remedy ec.)
- Liabilities – responsible from orders, customer issues and reports
- Assertiveness – Main goal is to reach the target, so all work should be done on time
- Adaption – Adapt to new ideas and developments
- Coordination – Coordinate with customers and order departments

4. Dimensions

Dimension	Input/Description
Number of Direct Reports	
<u>Net Operating Revenue (in USD)</u> for area of responsibility	<p>FOR AREA OF RESPONSIBILITY: Mondelez International Turkey, CS&L, OTC Locations: Istanbul</p> <p>Categories:</p> <ul style="list-style-type: none"> • Gum • Candy • Chocolate • Biscuit • Gifting and Offering